

## **Sample Job Description: Performance Improvement Manager**

**Position Overview:** Manages and coordinates organization-wide efforts to ensure that performance management (PM) and quality improvement (QI) programs are developed and managed using a data-driven focus that sets priorities for improvements aligned to ongoing strategic imperatives. Develops and communicates the strategic vision, scope and mission of the Performance Management Office. Also, assures that organization-wide PMQI initiatives are focused and aligned on improving operational and program efficiencies and effectiveness; participates in organizational strategic planning and provides leadership for PM and QI policy development; provides leadership and coordination for improving the organization's core public health functions and evaluating the impact that systems improvements have on the public's health; and researches and develops PM and QI training programs that focus on enabling the workforce to achieve improvements with priority health concerns.

**Minimum Requirements:** Master's degree in public health or MBA and 10 or more years of experience in public health management, planning or public policy development. Experience in Performance Improvement Management and Quality is desired.

**Knowledge, Skills, and Abilities Requirements:** Knowledge of public health functions and Essential Public Health Services, public health organizations and programs; skilled in communicating effectively, facilitating group processes and training staff; preparing policy analysis, including interpreting statistics and evaluating research studies; preparing comprehensive reports related to public health issues; planning, designing and evaluating public health program initiatives; proven skills adapting and applying PM and QI in a public health setting; and ability to establish and maintain effective and productive working relationships with public and private organizations, practices, partnerships, and programs within the community.

**Reports To:** The position reports to the State [or local, tribal] Health Official or designee. The employee must be able to function with a high degree of independence and considerable discretion. The employee must be able to act independently as a representative for the executive management or leadership team.

### **Job Functions:**

1. Builds, directs, manages, and ensures implementation and effectiveness of the state [local, tribal] health department's Performance Management and Improvement System.
2. Implements a performance management and improvement process that leads to a positive and measurable impact on the public health system. Coordinates with local [state or tribal] health department's performance and quality initiatives to ensure alignment and optimal use of resources.
3. Researches and designs appropriate organization-wide performance and quality training. Coordinates performance management and quality improvement capacity building for all levels of management and employees. Trains and certifies in-house performance and quality improvement trainers for various performance and quality improvement training programs.
4. Increases the performance management and quality improvement capacity of the organization in order to ensure that public health goals are effectively and efficiently met. Increases the health department's capacity to evaluate and improve the effectiveness of their organizations, practices, partnerships, programs, use of resources, and the impact the systems' improvements had on the public's health.
5. Establishes a continuous performance and quality improvement effort and monitoring and reporting system. Regularly reports the status of performance and quality improvement efforts and impacts. Coordinates and prepares a statewide [local, tribal] annual accountability report including economic, Return-on-Investment analysis and other impact reviews.

6. Collaborates on the design of the information technology infrastructure required to support a statewide performance and quality improvement system. Ensures needed data is collected on a timely basis, regular reports on progress are distributed, and makes recommendations for future improvements based on the data.
7. Participates in a national network of performance improvement professionals, sharing best practices, tools and materials while participating in ongoing communication activities and capacity-building peer exchanges. Searches out best performance and quality improvement practices, making the health department aware of them and suggesting areas where they could be implemented.
8. Coordinates the Quality Council by serving as the administrator. Convenes regular meetings, sets agendas, develops and analyzes performance improvement data for the council, designs and implements the necessary Quality Council processes and systems, develops and implements an organization-wide communication plan, and develops and implements a recognition program for Improvement Teams.
9. Increases program interactions to address efficiency of use/leveraging of grant funds to review obligation and expenditure patterns, budget redirection processes, carry-forward balances, subgrantee/ contractual relationships and the amount of state and local dollars that are dedicated to achieving complementary program goals.
10. Other duties and projects as assigned.

**Supervisory Duties:** Supervises and mentors subordinate managers including the hiring process, training, work assignments, performance evaluations, development of career goals, and disciplinary action.

**Fiscal Responsibility:** Develops and manages the budget for the Performance Management and Quality Improvement Department through sound fiscal measures.

**Work Place Responsibility:** Maintains a safe and healthy work place environment. The department manager ensures that all employees of the department receive appropriate training, counseling, and understand all of the applicable procedures so that they can safely do their assigned work.

This job description was prepared by the Public Health Foundation using input from state and local health departments, performance management and quality improvement management descriptions from the quality improvement field and adapted to be helpful to those health departments preparing applications in response to the CDC-RFA-CD10-1011 funding announcement.